New Orleans Civil Service Online Hiring Guide

Index

Introduction

Welcome to the user guide for the online requisitioning. This guide will assist you with the entire requisition life cycle from requisition creation to hire. You will learn how to complete and route requisitions, view applications of qualified candidates, and complete personnel transactions.

The purpose of this user guide is to provide appointing authorities with policies and procedures to carry out personnel transactions in keeping with the requirements established by the Personnel Director, Civil Service Rules, and the Louisiana State Constitution. <u>The policies and procedures in this guide are subject to change at any time.</u> In the event of any changes, your department will be notified and an updated version of this manual will be issued.

Online Hiring Center (OHC) Roles in Neogov

➢ The Online Hiring Center (OHC) is the interface in Neogov that your department will use to create and route requisitions for personnel actions. In addition, the OHC is where the names of eligible applicants for classified vacancies are certified to your department for interview and hire.

➢ Because of the different functionality the OHC offers, different rights are available for users. The following rights outline what users have access to do:

- **Originator:** Can create requisitions but cannot view any other user's requisitions. This role would likely be held by a clerical employee who assists the department's Personnel Officer.
- **HR Liaison**: Can create requisitions, view requisitions created by others within the department to which they have access, view/take action on referred eligible lists.
- **Hiring Manager:** Can view referred candidates from an eligible list and take action to interview, offer, hire, or reject an applicant. Hiring Managers do not create requisitions.
- **Approver:** Approves or denies requisitions or hire actions that have been routed for approval. (Typically CAO Budget, CAO, Civil Service Classification and Compensation). Your department may also set internal users such as the Department Head as an approver.

➢ Civil Service will work with departments to determine the appropriate role for each employee in the OHC. When establishing rights for an department user, Civil Service will need to know the following:

- Category of rights as defined above.
- Email address: Accounts are created based on the user's email address. The email address will become the User ID, and automatic emails will be generated from Neogov to have the user set up their account.

➢ See Attachment A for the Neogov User Request Form.

Logging In

➤ Once Civil Service has received information on new users, an account will be created. This will automatically generate two emails to the new user, one to activate the account, and one to create a new password. If you do not receive these emails, please check your junk email folder.

➤ As noted in the emails, the new account must be activated within 24 hours. Failure to do so will require the new user to contact Civil Service to have the emails generated again. You only need to use the links from one of the emails in order to activate the account. Once the link in the email is clicked, it will lead to the log-in screen for Neogov.

➤ It is recommended that users bookmark this page as part of their Internet favorites. This way, users can continue to easily access the page as needed. If a bookmark is not created, the page may be accessed using the following web address: secure.neogov.com.

Neogov Security

➢ You should <u>NEVER</u> allow others to login to Neogov using your username. Neogov contains sensitive applicant information that should be closely guarded. To maintain system security, please follow the guidelines below:

- Take care to protect your password.

- Do not give your password out to anyone else.

- Do not allow others to log on using your account information. This is important because Neogov creates an audit trail based on username.

- Log off when not at your work station.

- If additional users in your department are necessary, complete the Neogov User Request Form (Attachment A) and submit it to the Neogov Administrator in Civil Service.

- Be sure to notify the Neogov Administrator whenever a user in your department leaves your department or City government, so that his/her account can be deactivated.

The Online Hiring Center (OHC)

➢ A successful log-in will bring the user to the Online Hiring Center (OHC). The OHC is the portion of Neogov where department users can create requisitions, approve requisitions, review applications of eligibles, etc. OHC options will vary based on the assigned level of access. Users may have access to the following:

- **Open New Requisition:** Allows you to create a new requisition.
- **Show All Reqs in My Dept.:** View all requisitions created for the assigned department. Depending on the level of access granted, users may be limited to viewing requisitions for their assigned division.
- **Show Approval Detail:** View the status of the requisition and the various stages in the approval process. The approval detail will show the requisition status (i.e. approved, cancelled, on hold, etc.), who took the action, and the date the action was taken.
- **Show Filled Reqs:** View requisitions that have been approved and filled.
- **Show Cancelled Reqs:** View requisitions that have been cancelled.

➢ Under the user's name in the top right corner, there is a drop-down menu which provides access to different parts of the OHC depending on the level of authorization. Clicking the arrow next to the name will allow access to the menu.

John Doe ▼
My Requisitions
My SME Review
My List
Preferences
Help & Training
Sign Out
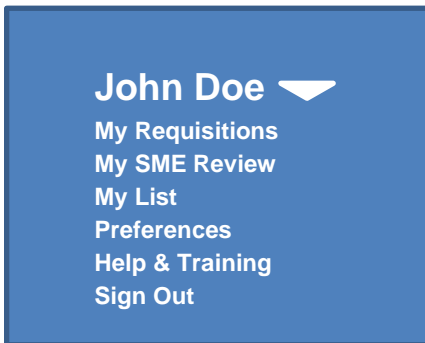
Creating a Requisition

➤ Personnel actions that previously required a paper P1 will now be initiated and routed in Neogov. The first step in initiating a personnel action is to complete the online requisition. Departments will use Neogov to create requisitions for personnel actions including new hires, promotions, demotions, transfers, change of Civil Service status and permanent changes in regular work hours (for example, part time to full time). Departmental users will create the requisitions in the Online Hiring Center (OHC) in Neogov. The process is as follows:

• A Requisition is initiated by clicking on the 'Open New Requisition' link in the OHC.

➤   My Requisitions

Open New Requisition | Show Approval Detail | View OHC Users | Show Filled Reqs. | Show Cancelled Reqs.

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z

Search for req. #, req. title or position #: [   ] Go►

• The 'Open New Requisition' link will bring the user to a list of classifications that have been entered into the Neogov system. You are able to search by class title or class code.

Open New Requisition

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z

Search for class title or class code: [   ] Go►

422 records found.

Page 1 of 17   << Previous Page   1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10   Next Page >>

Class Code	Class Title	Requisition
C0413	ACCOUNT CLERK	Create New
C0414	ACCOUNT TECHNICIAN	Create New
C0421	ACCOUNTANT I	Create New
C0422	ACCOUNTANT II	Create New
C0410	ACCOUNT III	Create New

Creating a Requisition (continued)

- Review the class specification for the position to ensure that you are selecting the correct classification. Clicking on the class title will bring you to the job specification for that classification.   If you are unsure which classification to select, contact the Classification of Compensation Division of Civil Service for classified jobs and CAO (HR) for unclassified positions.

✎ Edit	Job Postings	Positions	Go To Exp Rating Items	Go to Eval Step Template	Go to Skills	Return To List

Class Title: ACCOUNTANT I

Salary: $40,896.00 Annually

Create Requisition

Kind of Work   **Benefits**

Entry-level professional accounting work in examining, analyzing and interpreting accounting and financial records and assisting in the preparation and maintenance of more difficult and complex accounting records; and related work as required.

Distinguishing Features of Work:

This is responsible accounting and auditing work at the entry professional level performed according to established procedures and regulations. Work includes performing a variety of accounting tasks such as examining financial statements for completeness, internal accuracy and conformance with pertinent policies and procedures; reconciling reports and financial data with financial statements, and pointing out inconsistencies and errors. Assignments may require the use of computer to input, retrieve or display accounting information. This class is distinguishable from that of Junior Accountant in that the Accountant requires practical applications of technical accounting practices and concepts beyond the application of detailed rules and instructions such as analyzing the effects of transactions upon account relationships and evaluating alternative means of treating transactions.

Examples of Work:

(Note: These examples are intended only as illustrations of the various types of work performed in positions allocated to this position.)

Conducts audits of taxpayers accounts to determine the tax liabilities to the City.
Maintains a complete set of accounts, including journal entries, and general and subsidiary ledger accounts; and prepares a variety of financial statements.
Prepares statements of estimated revenues and expenditures of various accounts both quarterly and annually.

Necessary Knowledges, Skills and Abilities:

Working knowledge of modern governmental accounting theory, principles, and practices.
Working knowledge of office automation and computerized financial
application.
Working knowledge of public finance and fiscal planning.
Ability to prepare and analyze complex financial reports.

Minimum Qualifications:

EITHER: A Bachelor's Degree in Accounting from an accredited college or university.
OR: A Bachelor's Degree in another field with at least twenty-four (24) semester hours in Accounting.

Kind of Exam:

A written exam weighted 100%.

Creating a Requisition (continued)

- Clicking on 'Create Requisition' from inside of the job specification will also bring you to the online requisition form. You can also click on the 'Create New' link on the right side of the column of the list of classification to bring up the requisition form.

➢ The next section will provide you with instructions on completing the requisition fields.

Completing Requisition Fields

➢ After selecting 'Create Requisition' or 'Create New', the classification, job class code, and the name of the person creating the requisition will appear at the top left side of the page.   The user should fill in all remaining fields. Fields marked with an asterisk* are required.   An example of a blank requisition is provided at the end of this section.   The information required in each field is as follows:

- *Desired start date*: When the appointing authority ideally would like a candidate to start. The actual start date will depend on the recruitment, availability of the candidate and other factors.
- *Requisition #*: The system will automatically generate this number.
- *Working Title*:   For classified transactions, be sure to use the official Classification Title in the Civil Service Pay Plan.   Working titles may be entered for unclassified transactions.
- *Vacancies*:   Enter the number 1. You are required to complete a separate online requisition for each vacancy.
- *Department*: Your department name.
- *Division*: Most departments will not have any options and will leave this field blank. If there are options listed for your department, select the appropriate division from the divisions indicated in the drop downs.
- *Hiring Managers*: The employees selected in this field will have access to the referred eligible list of candidates (if applicable to the transaction). Multiple people can be selected.
- *Job Term*: This is a Neogov field similar to the "Type of Appointment" section on the paper P1. Select from the personnel actions listed.

Completing Requisition Fields (continued)

Job Term
Change from full time to part time
Change from part time to full time
Change in Civil Service Status
Conditional
Emergency (10 day appointment)
Full time
Limited Term (maximum of three years)
Minimum Skills
Part time
Probationary
Provisional
Reemployment
Reinstatement
Transfer (between different departments)
Transfer (within same department)
Transient (3 month appointment)
Unclassified

- *List Type:* List types are fixed by Neogov. Select from the most appropriate list types:

List Type
Regular (original entrance)
Promotional Only (open only to current classified employees)
Departmental Promotional Only (open only to those in your department)
Regular and Promotional Only (open original entrance and promotional)
Transfer

- *Position Type:* 'New Position' is selected if there is no former incumbent, if the positon is newly allocated or you are using a newly created job classification. 'Existing positon' is used if you are replacing a former employee who held the same position.
- *Position Control*: If you are replacing an existing position, click on the 'Add Another Vacancy' button. Enter the position control number associated with the vacancy. This is an eight digit number that starts with the org. number and ends with the classification code. Insert the first and last name of the former incumbent and the date that person vacated the position.
- *Skills:* Leave this field blank.
- *Comments*: Enter your reason for filling the vacancy here.

Completing Requisition Fields (continued)

- *Org. Code:* Add the four digit organizational code.
- *% full time:* This field is required. (For example, 100%, 49%, 25%)
- *Name:* Enter the name of the appointee if it is known at the time the requisition is completed.
- *Description of Duties:* Include a description of the duties and responsibilities the positon will perform. **You should not copy and paste the Civil Service job specification or 'Kind of Work' here**. The duties and responsibilities entered should be within the scope of work expected for the job classification, but tailored to the specialized work performed within that position in your department.   If the position is supervisory, be sure to include the job classifications of the employee(s) this position will supervise. The information supplied here assists the Classification and Compensation Division of Civil Service with approving your requisition. Thorough and accurate information helps to expedite their review (for classified positions).
- *No approvals*: Leave this box unchecked. The next section explains the approval routing process you are <u>required</u> to add when completing the online requisition.

➢ The next page provides an example of what a blank requisition will look like.

Sample Blank Requisition

Class Title: **ACCOUNTANT I**
Class Code: **0421**
Creator: **Doe, John**

* Required

Desired Start Date:	
* Requisition #:	[assigned when requisition is saved]
Working Title:	
Vacancies:	
* Department:	=== Select === ▼
Division:	=== Select === ▼
* Hiring Managers:	Available: Assigned: >> <<
Job Term:	=== Select === ▼
List Type:	=== Select === ▼
Position Type:	◯ Existing Position (Replacement of Staff) ◯ New Position
Position Control:	Position # First Name Last Name Vacancy Date
Skills:	
Comments:	
* Org. Code :	
* % full time :	
Name :	
* Description of Duties (this should be a description of the job duties of this position in your particular department. NOT the information from the job specification.) :	

No Approvals ☐	
Approval 1:	=== Select === ▼
	⊙ Must approve before next approval
	⊙ Final approval

Required Approval Workflow (Classified Transactions)

- Routing a requisition through the appropriate approval chain is **required** for the personnel action to become valid. ****<u>Failure to route the requisition appropriately will result in the cancellation of your personnel action**</u>.**

- After leaving your department, all classified employment actions must follow the routing process pictured below.

Deputy Mayor → CAO Budget Division → CAO → Civil Service Classification & Compensation Division → Civil Service Certification

- ➢ Again, the 'No Approvals' box should be **unchecked**. Unchecking the box will bring up the workflow options. A workflow cannot be set up when the 'No approvals' box is checked.
- ➢ Choose the 'Deputy Mayor' approval group. Highlight the name of your Deputy Mayor to select him/her as the approver for the requisition. If your department does not have a Deputy Mayor, skip this step.
- ➢ Select the button for 'Must approve before next approval'.
- ➢ For the next approval, choose the 'CAO Budget' approval group. Highlight the name of your budget analyst to select him/her as the approver for the requisition. You may also highlight an additional person in the group to serve as a backup. This is optional.
- ➢ Select the button for 'Must approve before next approval'.
- ➢ For the next approval, choose the 'CAO' approval group. Highlight the name of the CAO or his designee to select him/her as the approver for the requisition.
- ➢ Select the button for 'Must approve before next approval'.
- ➢ For the next approval, choose the 'CS Classification and Compensation' approval group. Highlight the name of your Civil Service analyst as the approver for the requisition.
- ➢ Select the 'Certification' approval group for the final approval group.
- ➢ Then, select the 'Final approval' button.
- ➢ If you are not including any attachments select the 'Save and Release' button. Your requisition will now route to the first approval group. If you will be including attachments, select the 'Save Only' button. Please see the Requisition Attachments section for instructions on including attachments with your requisition.

Required Approval Workflow (Unclassified Transactions)

➢ Routing a requisition through the appropriate approval chain is required for the personnel action to become valid. ****Failure to route the requisition appropriately will result in the cancellation of your personnel action**.**

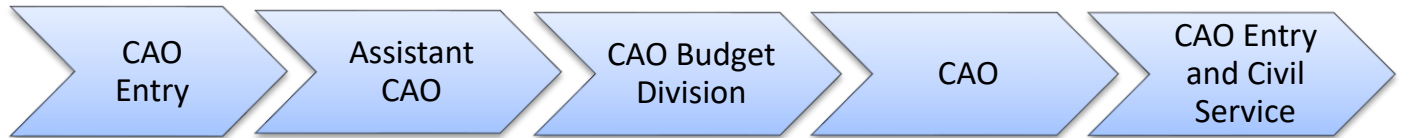➢ After leaving your department, all unclassified employment actions must follow the routing process pictured below.

CAO Entry ⟩ Assistant CAO ⟩ CAO Budget Division ⟩ CAO ⟩ CAO Entry and Civil Service

➢ The 'No Approvals' box should be **underlined.** Unchecking the box will bring up the workflow options. A workflow cannot be set up when the 'No approvals' box is checked.

➢ Choose the 'CAO Entry' approval group. Highlight the name of the CAO employee who handles your transactions to select him/her as the approver for the requisition.

➢ Select the button for 'Must approve before next approval'.

➢ Next, choose the 'Assistant CAO' approval group. Highlight the name of your Assistant CAO to select him/her as the approver for the requisition.

➢ Select the button for 'Must approve before next approval'.

➢ For the next approval, choose the 'CAO Budget' approval group. Highlight the name of your budget analyst to select him/her as the approver for the requisition. You may also highlight an additional person in the group to serve as a backup. This is optional.

➢ Select the button for 'Must approve before next approval'.

➢ For the next approval, choose the 'CAO' approval group. Highlight the name of the CAO or his/her designee to select him/her as the approver for the requisition.

➢ Select the button for 'Must approve before next approval'.

➢ For the next approval, choose the "CAO Entry' approval group again. Highlight the name the CAO employee who handles your transactions to select him/her as the approver for the requisition.

➢ Then, select the 'Final approval' button.

➢ If you are not including any attachments select the 'Save and Release' button. Your requisition will now route to the first approval group. If you will be including any attachments, select the 'Save Only' button.

Required Approval Workflow (Unclassified Transactions) (continued)

> ➢ The section after next provides additional information on including attachments with your requisition. An example of a completed requisition is provided on page 21.

Adding Internal Approvers

➤ In addition to the required approval workflow outlined in the next section, your department may want to add internal approval steps at the beginning of the requisition routing process. Here are some examples of internal approval chains.

Example 1:

| Originator (enters requisition) | Personnel Officer (Approver 1) | Appointing Authority (Approver 2) |

Example 2:

| Personnel Officer (enters requisition) | Appointing Authority (Approver 1) |

Example 3:

| Originator (enters requisition) | Personnel Officer (Approver 1) |

Example 4:

| Originator (enters requisition) | Appointing Authority (Approver 1) |
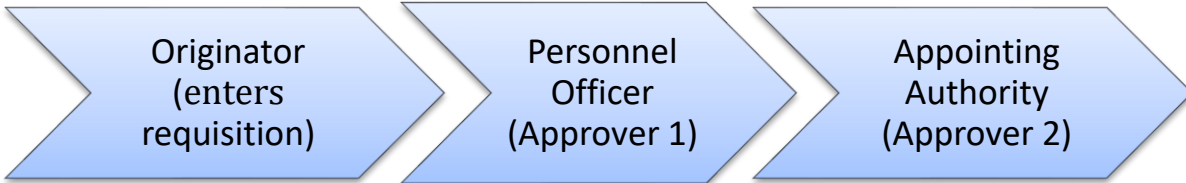
Adding Additional Internal Approvers (continued)

➢ You can add as many internal approvers as you would like. Just keep in mind that you are also required to route the requisition to the Deputy Mayor, CAO Budget Division, CAO, Civil Service Classification and Compensation, and Civil Service Certification as a part of the approval chain for all classified transactions. Unclassified transactions require routing to CAO Entry, Assistant CAO, CAO Budget Division, the CAO, and finally CAO Entry/Civil Service.

➢ Remember, the 'No Approvals' box should be **<u>unchecked</u>**. Unchecking the box will bring up the workflow options. A workflow cannot be set up when the 'No approvals' box is checked.

➢ Choose the 'Departmental Approver' approval group. Highlight the name of your Appointing Authority or Personnel Officer to select that person as the approver for the requisition.

➢ Select the button for 'Must approve before next approval'.

➢ Proceed with setting up the required external approval routing.

Requisition Attachments

➢ Attachments may be added once the requisition has been saved. Once the 'Save Only' button has been pressed, a new screen will appear where the information on the requisition may be reviewed.   An example is provided on the next page.

➢ At this time, the option to add an attachment appears. Examples of attachments include budgetary information for the CAO or the Budget Office or information regarding the allocation for Civil Service Classification and Compensation.

➢ When the 'Add Attachment' link is pressed, a new screen will appear allowing a title for the attachment to be entered. Then, the attachment may be added by browsing until the proper file is found. When the file is found, double-click and it will upload. Then, click the 'Upload' button in Neogov to attach it to the requisition.

➢ If you have more than one file to attach, you may select the 'Attach another file' option before uploading. Repeat the process above. When all files are ready, click the 'Upload' button.

➢ When all attachments are added, you will return to the View/Edit Requisition page. At that time, the attachments will be listed in the 'Attachments' section.

➢ In order to release the requisition, click on the 'Edit' button at the top right. Then, click on 'Save and Release' at the bottom.

➢ Congratulations, you have successfully submitted an online requisition.

Example of a Completed Requisition

Edit

Class Title: **ACCOUNTANT I**
Class Code: **C0413**
Creator: **Doe,John**

* Required

Desired Start Date:	12/15/16
Requisition #:	16-20045
Working Title:	Account I
Vacancies:	1
* Department:	FINANCE
Division:	
* Hiring Managers:	Smith, Mary
Job Term:	Provisional
List Type:	Regular
Position Type:	Existing Position (Replacement of Staff)

Position Control:	Position #	First Name	Last Name	Vacancy Date
	4000421	Sadie	Higgins	12/14/2016

Skills:	
Comments:	Replacing retiring employee by using an lower job classification
Org Code :	4001
% full time :	100
Description of Duties :	Responsible accounting work related to the receipt of property taxes.

Approval 1:	Deputy Mayor	Must approve before next approval
	- Albert, Mia	
Approval 2:	CAO Budget	Must approve before next approval
	- Fleeger, Logan	
Approval 3:	CAO	Must approve before next approval
	- Hill, Josh	
Approval 4:	CLASS and COMP	Must approve before next approval
	- Nolan, Robert	
Approval 5:	CERTIFICATION	Final approval
	- Shannon, Kyle	

Attachments: Add New

Attachment Title	Date Uploaded	File Name	Action

Additional features

➢ If you would like to save the requisition as you are creating it and comeback to it later, click on 'Save Only.' Then, if you navigate outside Neogov, and return later, the requisition will be on your OHC Dashboard under the section titled 'Draft Requisitions.' In order to resume working on the requisition, click on the 'Edit' link on the right side.

➢ Completed requisitions will show up in the 'In Progress' or 'Open Requisitions' section of the OHC. 'In Progress' means the requisition is still in the approval process. 'Open Requisitions' means it has been assigned to your Consultant in the Recruitment Division of Civil Service or CAO Entry (unclassified transactions). If you have created a requisition and want to know what is happening with it, you can click on the 'Show Approval Detail' link and get information as to who has approved the requisition.

Next Steps

- Once the requisition has gone through all approvers, it will end up with your Consultant in the Civil Service Recruitment Division (classified transactions) or CAO Entry (unclassified transactions). The next steps will depend on the type of personnel action you are requisitioning.

New hires or promotions (Classified)

- **If there is already an existing eligible list** the list will be attached to your requisition electronically. Requisitions will not be held for additional applicants. However, re-certifications can be requested within 45 of a register's issuance.

- **If there is no eligible list and the positon is not open to applications**, your Civil Service Consultant will contact you regarding opening the positon to applications.

- **If there is no eligible list, but the position is open to applications** you will be notified by your Civil Service Consultant. You may need to consider recruiting for the position if you have not already done so. Once a list is established, your Civil Service Consultant will attach the eligible list to your requisition electronically.

- When submitting your requisition for new hires, it is important to consider your recruitment plan. Important questions to consider are:
  - Is there a readily available applicant pool?
  - Will I need to advertise? If so, what method(s) will be used?
  - Other methods for identifying applicants.
  - Will I need to utilize extraordinary qualifications pay?

Next Steps (continued)

Important Unofficial registers will no longer be issued. You are required to submit a requisition in order to receive a register.

New hires or promotions (unclassified)
- Be sure to enter the employee's name in the 'name' field on the requisition if it is known at that time. If not, be sure to submit it to CAO Entry as soon as you have it. One CAO Entry receives the name, s/he will enter the person in Neogov.
- A Civil Service register is not required for this action.

Demotions (Voluntary and Involuntary)
- Be sure to enter the employee's name in the 'name' field on the requisition.

Changes in Civil Service Status (provisional to probationary)
- Be sure to enter the employee's name in the 'name' field on the requisition.
- A register is required for this action.
- If the employee is on an eligible list of three or more people, the eligible list will be attached to your requisition. See the 'New hires or promotions (Classified)' section above for next steps if a list of three or more eligibles does not exist.

Changes in Civil Service Status (transient to provisional)
- Be sure to enter the employee's name in the 'name' field on the requisition.
- A register is not required for this action.

Changes for FT to PT and PT to FT
- Be sure to enter the employee's name in the 'name' field on the requisition.
- A register is not required for this action.

Transfers (interdepartmental, intradepartmental) with no change in job title
- Be sure to enter the employee's name in the 'name' field on the requisition.
- A register is not required for this action.

Next Steps (continued)

Lateral class changes (movement from one classification to another with the same pay grade)
- Be sure to enter the employee's name in the 'name' field on the requisition.
- Your Civil Service Consultant will determine if the employee meets the qualifications for the new classification.
- A register is not required for this action.

Reinstatement
- Be sure to enter the employee's name in the 'name' field on the requisition.
- Your Civil Service Consultant will determine if the employee meets the criteria for Reinstatement under Rule VI.
- A register is not required for this action.

Reemployment
- Be sure to enter the employee's name in the 'name' field on the requisition.
- If the employee is on an eligible list of three or more people, the eligible list will be attached to your requisition. See the 'New hires or promotions (Classified)' section above for next steps if a list of three or more eligibles does not exist.

Opening Classified Job Announcements to Applications

Important All requests to open classified positions to applications now require an approved requisition.

> ➢ Positions with active eligible lists of three or more qualified applicants cannot be reposted until a minimum of three months have passed since the eligible list was established. Your department will select the length of time the register will be in effect when you are drafting the job posting.

> ➢ The minimum qualifications for each classification will be listed on the class specification in Neogov. Begin by reviewing the existing minimum qualifications listed on the class specification. If there are no proposed changes to the existing minimum qualifications, notify your Civil Service Consultant by email that you are ready to proceed with the posting as is.

> ➢ All classified vacancies must be posted on the Internet in accordance with the Civil Service Director's policies and procedures.   Civil Service uses Neogov to publicly post open positions.

> ➢ New classified vacancies are announced each Friday.   This allows for ease of tracking for closing, extensions and document submission deadlines. Job postings are set in Neogov to end at close of business (5 p.m.) on Fridays.

> ➢ The minimum amount of time a position can be opened to applications is two weeks.

> ➢ The application deadline for job classifications for which qualified applicants are difficult to recruit, may be extended at the request of the Appointing Authority. When qualified applicants for vacant positions are difficult to recruit, a position may be posted to applications continuously.

> ➢ Requests to amend the closing date of a posted position should be made via email to the Recruitment and Selection Division Chief in Civil Service. The subject line of the email should read "Request to Amend Closing Date" and should include the job title and classification code.

Requesting Changes to Minimum Qualifications (Classified Positions)

➢ Civil Service sets minimum qualifications for job vacancies after obtaining input from Appointing Authorities. Changes to the minimum qualifications should be requested via email to the Chief of the Recruitment and Selection Division of Civil Service and cc'd to your Civil Service Consultant. **It is important to note that changes should only be requested for classifications unique to your department.** The email subject should read "Proposed Qualifications Change" and include the job title and classification code. The appointing authority is required to submit justification for the proposed change. Possible factors to consider when submitting justification include:

- What problem is the proposed change in minimum qualifications expected to solve? How does it solve it?
- What percentage of current incumbents will meet the proposed new minimum qualifications? Individuals who will not meet the proposed qualifications need to be counted and identified so it can be determined what to do with them if the new minimum qualifications are implemented.
- From where do you expect to draw applicants for this job? Within your department? Inside of City government? Outside of City government?
- Will the applicants you want to reach qualify under the proposed minimum qualifications?
- What are the classified jobs, if any, from which you wish to consider applicants for this job? Will they qualify under the proposed minimum qualifications?
- Are desired career paths for employees preserved under the proposed minimum qualifications?
- Is there an impact on other similar job classes or changes that will have to be made to qualifications in other job classes as a result of the proposed change?
- How many vacancies have you filled in this job in the past year? Were there any specific problems with the applicant pool (not enough applicants' available, poor quality applicants, inability to reach the good quality applicants, etc.)?
- Have there been specific problems with the quality of applicants? What are they lacking?
- If a particular certification (e.g., by some nationally recognized organization) or a specific educational credential is requested on the basis that it is required by law, documentation of this must be submitted with the request. In cases where the requirement is not one of law, information on the availability of the certification or credential (e.g., where it can be obtained, the percentage of applicants likely to have it) as well as testing or other requirements for obtaining the certification or credential should be submitted.

Requesting Changes to Minimum Qualifications (classified positions) (continued)

> ➢ Proposed changes will be approved or denied by the Chief of Recruitment and Selection. Appeals of this decision should be made to the Personnel Director. Appeals of the Personnel Director's decision can be made before the Civil Service Commission. Any changes to the minimum qualifications in Neogov will be made by Civil Service through changes to the class specification.

Approving a Requisition

➢ In order to approve a requisition, a person must be set up as an Approver by Civil Service in Neogov. Then, when the requisition reaches the approver, an email will be generated notifying the approver that action is required. Once the approver has logged in, requisitions awaiting approval can be accessed under the 'Approvals' button at the top of the screen.

➢ The approver can select 'Requisitions' and any requisition awaiting their approval will appear on the screen. The approver will have the ability to review the requisition and take an action with it. The approver should click on the job title to view the details of the requisition. In order to take action on the requisition, the approver would select the Approve/Deny link on the right side of the screen.

➢ The approver has a variety of options available:
- *Approve*: This will move the requisition to the next step in the process
- *Cancel*: This may be used to eliminate the requisition. The status will change to 'Closed' and the requisition cannot be used.
- *Deny*: The requisition may be returned to a previous step and comments may be made as to why the requisition is being denied. Again, the creator will have the opportunity to edit the requisition at this time and route it for approval again.

Viewing Requisition Approval Detail

➢ Both creators and approvers of requisitions are able to view the requisition approval details for all requisitions with which they were involved. This includes requisitions in various statuses including draft, in progress and approved. Approval details include information regarding the date and time an action was taken by each approver in the approval workflow as well as any notes that were entered at each step.

Eligible Lists (Classified Promotions/New Hires)

➤ When Civil Service is finished with the recruitment process, including reviewing applicants for minimum qualifications, administering any exams that may be required, and adding in any Veterans Preference Points as appropriate, an eligible list is generated in Neogov and attached to the requisition by your Civil Service Consultant.

➤ Once the eligible list is attached (referred), an email will be generated and sent from Neogov to the Hiring Managers listed on the requisition, indicating that the referral list has been created.

➤ The Hiring Manager(s) will access the list by logging into the OHC. Once in the OHC, the Hiring Manager will access the list by clicking the arrow next to the name in the top right corner and clicking on the 'My List' option.

John Doe ⬇
My Requisitions
My SME Review
My List
Preferences
Help & Training
Sign Out
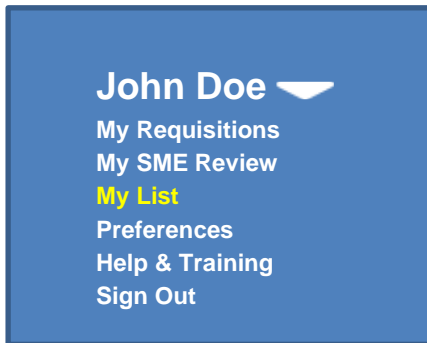
➤ From this screen, you have the ability to view and print applications.   To print applications, click the 'Print' link under 'Applications,'. You will be given the option to print all applications or specific ones. Any documents the candidate has attached to their application will not automatically print with their applications, but must be opened from within each individual candidate's application and printed from there.

➤ In order to access the candidates on the list, click the 'View' link under 'Candidates' for the list that you are trying to access. This will bring up the Referred List screen, where a number of different actions can be taken.

➤ When moving to the Referred List screen, the candidates will initially be in the Referred section. From this screen, the application may be viewed by clicking on the candidate name.

Eligible Lists (Classified Promotions/New Hires) (continued)

➢ Once in the Referred section a number of options are available by accessing the drop-down menu under the section.

- *Schedule Interview*—The department can use the Neogov system to track when interviews are scheduled for each candidate. Using this feature will move the candidate to the 'Interview Scheduled' section.
- *Make Offer*—The department can track when an offer was made to a particular candidate and the dollar amount of the offer.
- *Hire*—This field is used when a candidate has accepted an employment offer. When selected, a new screen will appear with fields to be filled out to generate a Personnel Action (PA) form.
- *Reject*—This option is used if candidates refuse an offer, an interview or withdraw from consideration.
- *Email Notify*—This option is used to create and send email notifications to candidates (assuming the proper rights are assigned).
- *Mail Merge*—Similar to Email notify, but the notices will be imported to Word for printing.

➢ Civil Service requires use of the Hire and Reject options. Other functionality may be used at the user's discretion.

➢ Departments can choose whether to use the interview and offer sections. However, following interviews, selected candidates must be moved to 'Hired' and rejected candidates to 'Rejection Pending.'

➢ It is important to be aware that when there are multiple hiring managers, there are multiple people in the department who will have access to this screen with the ability to move candidates around within the system. Please be sure to coordinate internally who will be the responsible person for performing the hiring and rejection action so that candidates are not inadvertently moved into an improper status. Errors may be corrected, but one contact point is easier to work with in those instances.

Hiring/Personnel Action Forms

- ➢ Once the interview process is complete and the appropriate pre-employment screening has been performed (background checks, drug tests, medicals, etc), it is time to make a hire. Marking your candidate as hired is important because it prevents that person from being certified with future requisitions.

- ➢ From whichever status the candidate is in, place a check mark in the box next to the selected candidate's name and then use the drop down menu to select 'Hire.' This will bring up a new screen which will need to be completed with additional information.

- ➢ The information on this screen will be used to generate a Personnel Action form. Similar to the Requisition, a number of fields need to be filled out, including the required fields marked by an asterisk. Some fields are required due to the coding within Neogov, but Civil Service doesn't use the fields for any particular purpose. The fields are as follows:

    - *Name*: This will auto-populate based on the selected candidate.
    - *Status*: This will also auto-populate.
    - *Offer Date*: The date the hire action is taken will auto populate here.
    - *Offer Amount*: Include any extraordinary qualifications pay.
    - *Bonus Amount*: Not a required field and not applicable with our compensation system.
    - *Answer Date*:   While a date will auto-populate, Civil Service does not track the information. The field is required by Neogov, so the default date can be used.
    - *Filled On Date*: Again, while a date will auto-populate, Civil Service does not track the information. The field is required by Neogov, so the default date can be used.
      Additional fields may be added by Civil Service

- ➢ Once you have completed the Personnel Action Form click on 'Save". The next section will provide instructions on adding the required attachments to the Personnel Action Form.

Adding Attachments to the Personnel Action (PA) Form

➢ In order for your personnel action to be approved in the payroll system (ADP), you are required to attach the below listed documents to the Personnel Action Form.

➢ **New Hires**

- Drug Clearance slip
- Medical (active or non-active)
- Background check
- Domicile form
- ****Proof of education, license and/or certification required on the classified job announcement. ** Civil Service will no longer require official documents at the time of application. Instead, personnel officers will review the official documents of the applicant selected for hire and submit a copy to Civil Service at the time of hire.**
- I-9 (Unclassified new hires only)

➢ **Promotions**

- Drug clearance slip (safety/security sensitive positions only)
- Active Medical (active medical classifications only)
- ****Proof of any education, license and/or certification required for promotion on the job announcement. ** Civil Service will no longer require official documents at the time of application. Instead, personnel officers will review the official documents of the applicant selected for hire and submit a copy to Civil Service at the time of hire.**

➢ **Demotions (Voluntary)**

- Voluntary demotion letter signed by the employee

Adding Attachments to the Personnel Action (PA) Form (cont.)

> ## Demotions (Involuntary)
> - A copy of the disciplinary action letter

> ## Transients/Provisionals
> - Approval email from your Civil Service Consultant
> - If a new hire, see new hire requirements above
> - If a promotion, see promotion requirements above

> ## Lateral class changes
> - Civil Service approval that the person meets the qualifications for the new classification

> ## Reinstatement
> - Civil Service approval that the person meets the criteria for Reinstatement.
> - New hire requirements (see above)

> ## Reemployment
> - New hire requirements (see above)

> After completing the personnel action form and clicking save you will be brought to the screen below. Click on 'Show List View'.

Requisition #	**16-00045**	Job Type	**Regular**
Requisition Title	**Accountant I**	Vacancies	**1**
Working Title		HR Analyst	**Tripp, Annie**
Department	**FINANCE**	HR Analyst Phone	**504-658-3533**
Division		HR Liaison	**Doe, John**
Positions		HR Liaison Phone	**504-658-3800**
Comments:			

Show List View

Adding Attachments to the Personnel Action (PA) Form (cont.)

➥ Under 'Hired' click on 'Details'

Hired

	Name	Banded Rank	Veteran	Referral Expires	Email Notify	Phone	Master Profile	Action Date	Print PA	Hire
☐	St. Pierre, Thomas	1		12/15/16			View	Nov 15 2016	Print	Details

• Next to 'Attachments' click on 'Add New'

Edit | Print Personnel Action Form

Candidate Name	**St. Pierre, Thomas**
Person ID	**5370395**
Date Referred	**11/15/16**
Offer Date	**11/15/16**
Offer Amount	**$59,000.00**
Bonus Amount	**$0.00**
Answer Date	**11/15/16**
Filled On Date	**11/15/16**
Start Date	**11/25/16**
Orientation Date	**11/29/16**
Keep Active on Eligible List	**No**
Comments	
Approval Status	**Pending Release**

Attachments: Add New

Attachment Title	Date Uploaded	File Name	Action

➥ When the 'Add New' link is pressed, a new screen will appear allowing a title for the attachment to be entered. Then, the attachment may be added by browsing until the proper file is found. When the file is found, double-click and it will upload. Then, click the 'Upload' button in Neogov to attach it to the requisition.

➥ If you have more than one file to attach, you may select the 'Attach another file' option before uploading. Repeat the process above. When all files are ready, click the 'Upload' button.

Adding Attachments to the Personnel Action (PA) Form (cont.)

File Attachment

<u>View Hire Form</u>

* Required

* File Description	
* File	

<u>Attach another file</u>

- ➢ When you are finished attaching your documents click on 'Edit'. This will bring you back to the Personnel Action form. Then click on 'Save and Release'

- ➢ Once updated, the Personnel Action form will automatically route to your Civil Service Consultant/CAO Entry to be used to approve your transaction in ADP. You are now ready to proceed with entering the action in ADP.

- ➢ You are also able print a copy for your records. Please see the example on the next page.

HIRE/PERSONNEL ACTION FORM

Employee Information		

Employee: St. Pierre, Thomas

Address 1: 345 Beehive Road

Address 2:

City: New Orleans   **State:** Louisiana   **Zip:** 70115

Phone: (504) 246-1212

Gender: Male   **Ethnicity:** Indian

Hire Information		

SSN: xxx-xx-9996

Job Class #: C0421   **Job Class:** Accountant I

Hire Date: 11/25/16   **Pay Rate:** $59,000.00

Department: Finance

Division:

Hire Req. #: 16/000045   **Job Term:** Probationary

Comments:

Additional Information		

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38

Personnel Action Form Approval Workflow

➢ Similar to the requisition, an approval process may be used for a new hire (See the 'Requisition Approval Process' section of this guide for more details on setting up an approval workflow, and the 'Approving a Requisition' section for details on approving an action). The Personnel Action (PA) form will automatically be routed to Civil Service so Civil Service will not need to be added to this approval process for classified transactions.   For unclassified transactions, CAO Entry should be set up as the final approver so that your entry can be made for you in ADP.

➢ If a department wants to have an approval process within the department (for example, if the Appointing Authority approves all new hires), the workflow may also be created here. Otherwise, the 'No Approvals' box should be checked.

➢ You can click the 'Save' button if you are still completing the PA, but the PA will not be processed further until the 'Save and Release' button is selected.

Rejecting Candidates on Eligible Lists (Classified)

➢ When the selected candidates have been hired, the remaining candidates need to be placed in a rejected status.   It is important that the correct reject reason be used as it will affect whether a candidate is referred for additional vacancies.

➢ This can be done using the drop down menu under the proper section. If multiple candidates are being rejected for the same reason, they can all be selected and rejected at once. If candidates are rejected for different reasons, they need to be processed separately. Once the 'Reject' option has been selected, a new screen will appear.

➢ By the 'Reason' field, a drop down menu can be accessed with various reasons why the candidate is rejected. Most of these reasons will be used by Civil Service when conducting the recruitment and testing. The reject reasons the department should use at this stage of the process are:

- Unacceptable Background Check
- Failed substance abuse screening
- Failed physical
- Failed to responded to offer of an interview
- Failed to attend scheduled interview
- Declined interview
- Declined job offer

➢ If a candidate responds and indicates s/he does not want to interview, the department should ask if the candidate wants to be considered for future positions. If a candidate indicates they do not want to be considered for future openings, be sure to instruct the candidate to contact the Civil Service Consultant conducting the recruitment (by phone or email) so that the candidate can be removed from the eligible list.

Creating an Online Hiring Center Notice Template

➤ Neogov enables departments to send email notifications to eligible candidates directly through the system to as many or as few candidates as you choose. To do so, you must first create a notice template. You can create multiple templates for different subject areas. Examples of notices you may choose to create include an invitation to interview, notices to candidates who were not selected and offer letters.

➤ To create a new OHC notice template for your department:

- Click Admin > Notice Templates > Add New Template
- Populate all applicable fields (see fields grid below).
- Click Preview to view the template.
- Click Save.

Field	What to Enter
* Name	Enter the name of the notice template.
* Departments	Select your department's name from the dropdown.
Description	Enter a full description of the notice template, e.g., when you would typically use the notice.
* Subject	Enter the subject of the notice template. Note: This can be the same as the Name field value.
Reject Reason	If applicable, select a reject reason. This will not apply to letters regarding interviews.
* Template	Enter the contents of the notice template, complete with merge fields.

(* Required Field)

Tip: Copy and paste the example template provided in Neogov and make changes as needed.

Generating Notices to Applicants on Eligible Lists (Classified)

➢ Once a hire has been made and all other candidates have been rejected, the rejected candidates should be notified. Departments are not required to use Neogov to send notices to rejected candidates. However, Neogov allows the convenience of creating and sending notices in the system. Neogov will then store any notices that have been created and sent. Notices not created within Neogov will not automatically be stored in the Neogov system and agencies should retain a record that this notification was done. Users may contact their Civil Service consultant for access to this function.

➢ Notices can be generated by using the drop down menu below each section on the Referred List screen. The candidate(s) who the notice is going to must be selected. Then, a new screen will appear where the particular template can be selected. There are several templates from which to choose from. Once the proper template is selected, you can click the 'Edit' button and the letter will appear in a format that can be edited. Review the letter, making any appropriate edits. Fields that appear as <xxx> will automatically populate, but you will want to review the letter.

➢ Once any edits are made, press the 'Generate Notices' button. This does not send the notices, but brings up another screen where the final draft notices can be previewed. If you determine additional changes are necessary, it is recommended that you copy the notice as is, then click the back button on your browser. At this time, you can paste the version you have already edited and simply revise what is needed. If the final draft looks fine, you can click the 'Send' button and the notices will be sent to the email address the candidate indicated when creating the Neogov account.

Questions regarding the content of this manual should be directed to the Civil Service Neogov Administrator at 504-658-3500.

Attachment A

NEOGOV USER REQUEST FORM

Roles:

Originator: Creates requisitions but cannot view any other user's requisitions. This role would likely be held by a clerical employee who assists the department's personnel officer.

HR Liaison: Creates requisitions, view requisitions created by others within the department to which they have access, view/take action on eligible lists. This role would likely be held by the department's personnel officer or other higher level employees.

Hiring Manager: Can view referred candidates from an eligible list and take action to interview, offer, hire, or reject an applicant.   Hiring Managers do not create requisitions.

Approver: Approves or denies requisitions or hire actions that have been routed for approval. (Typically CAO Budget, CAO, Civil Service Classification and Compensation). Your department may also set internal users such as the Department Head as an approver.

Name:_____

Email address:_____

Department:_____

Phone:_____

Role (Originator, HR Liaison, Hiring Manager, Approver):_____